

Accessing Southwest Airlines Travel Funds


We're excited to announce further improvements to our Customers' digital experience. Mobile web and mobile app Customers can now look up and spend their travel funds, Southwest LUV Vouchers[®], and Southwest[®] gift cards while booking on the go.

Look up travel fund balances

Customers can look up balances, if they already have their fund information, by opening up the menu, and selecting "Look Up Travel Funds." Customers are able to search for any of the three fund types by selecting the appropriate tab and entering the necessary information.


☰ Southwest Log out


Hi, Ty 0 PTS
[View Account >](#)


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- Book a Flight
- Check In
- Flight Status
- Look Up Reservations
- Add EarlyBird Check-In®
- Look Up Travel Funds
- Special Offers





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Look up travel funds

Done

Travel Funds

LUV Voucher

Gift Card

Card number

Security code

Look up gift card

AVAILABLE FUNDS



Southwest Gift Card
XXXXXXXXXXXX-0954

\$10.00



Southwest LUV Voucher
Voucher 0160
Expiration: 12/31/2020

\$10.00



Ty Ku
SNR6Z6-5933
Expiration: 12/04/2020
Refundable: \$122.08
Non-refundable: \$0.00

\$122.08

[Travel Funds Terms and Conditions](#)

Use travel funds while booking

Customers can also use their funds on the purchase screen when they book a flight, as long as they have access to their fund information. When a Customer selects “Apply Travel Funds,” it will take them to a screen that looks similar to “Look Up Travel Funds.” Selecting each respective fund type tab displays the required information needed to apply the particular fund. Once a Customer attempts to apply the fund, the details of the fund and the amount applied toward the flight will be displayed.

Apply travel funds
Cancel

Travel Funds
LUV Voucher
Gift Card

Apply gift card

ELIGIBLE FUNDS

Ty Ku \$122.08

SNR6Z6-5933

Expiration: 12/04/2020

Remaining: \$0.00

Southwest LUV Voucher \$10.00

Voucher 0160

Expiration: 12/31/2020

Remaining: \$0.00

Southwest Gift Card \$10.00

XXXXXXXXXXXX-0954

Remaining: \$0.00

Unused tickets are always applied first. Up to three forms of payment per Passenger may be applied, which includes one credit card or digital wallet per transaction. Southwest gift cards, Southwest LUV Vouchers, and Southwest Travel Funds can only be used on the flight portion of your trip.

Note: All nonrefundable funds applied toward the purchase of a new reservation remain nonrefundable. The new reservation inherits the earliest expiration date from any funds applied.

[Learn more](#)

TOTAL

Includes taxes and fees

\$142.08

TRAVEL FUNDS APPLIED

\$142.08

TOTAL DUE NOW

\$0.00

Continue

Where and when can Customers use travel funds?

Location	Look up travel fund balances	Spend travel funds on initial air bookings
Southwest.com	ü	ü
swabiz.com	ü	ü
When calling 1-800-I-FLY-SWA®	ü	ü
At the airport	ü	ü
iOS Southwest app	ü	ü
Android Southwest app	ü	ü
Mobile.Southwest.com	ü	ü

In addition to the exciting features above, our Rapid Rewards Members are now able to view their valid, unused travel funds through their online Rapid Rewards account!*

Overview

- This feature is currently available on Southwest.com and swabiz.com desktop only. Mobile apps are not yet supported.
- The Member's Rapid Rewards account number must be present in the PNR prior to change/cancellation in order for the travel funds to be displayed within the Member's account.

- Only travel funds issued from a change/cancelation that took place on or after December 3, 2019, will be displayed in a Member's account.
- Members will only see available travel funds from tickets issued in their name.
- Travel funds cannot be manually added to a Member's account.
- Tracking funds usage is not a part of this feature.
- The following funds will not be displayed in a Member's account:
 - Expired or used travel funds.
 - Southwest LUV Vouchers and/or Southwest gift cards.
- Available travel funds will not be displayed on the "Purchase" page during the booking flow. Members will still be required to manually enter the PNR and Passenger name to apply eligible funds to a new purchase.

My Account

TRAVEL ADVISORY: Advisory1

Hi, Gonzalo!

Rapid Rewards #600949112
Rapid Rewards Member since 2017 [Profile Details](#)

TRAVEL FUNDS AVAILABLE
\$8,453.45

POINTS AVAILABLE
11,481,644
[View Details](#)

Travel Funds

[How to book with travel funds](#)

Starting December 3, 2019, if you include your Rapid Rewards number in your flight reservation, you will be able to view available travel funds from unused tickets, tickets cancelled in accordance with the No Show Policy, or tickets which have a residual balance. To locate available travel funds generated prior to December 3, 2019 or get additional details on available travel funds listed here use the [Travel Fund Lookup](#)

SORT

Expiration date

CONFIRMATION #	EXPIRATION	BALANCE
B4JUI0	April 15, 2020	\$523.24
87U87H	May 16, 2020	\$421.30
ALWQ34	June 17, 2020	\$214.95
W6IONV	August 20, 2020	\$836.11
J4QOFU	August 26, 2020	\$946.63
JBU78U	August 27, 2020	\$238.98
JGZVDP	August 28, 2020	\$449.68
JGPBH3	August 28, 2020	\$233.98
KAPUSE	September 2, 2020	\$1,066.63
MFRMNS	September 15, 2020	\$505.96

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Icon legend

All Other Bookings | Southwest Vacations, corporate travel, or managed travel

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- Careers

Flying Southwest

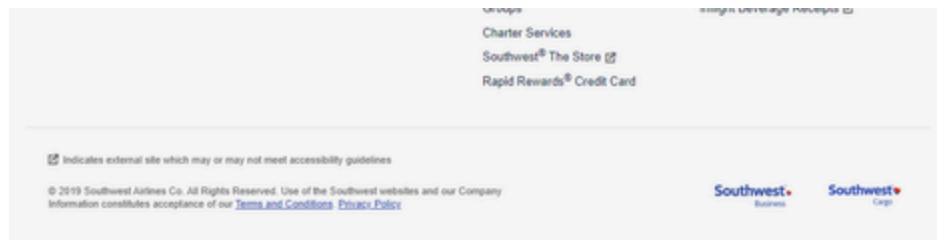
- Why Fly Southwest?
- Rapid Rewards®
- International Travel
- [Airport Information](#)
- Popular Routes
- Tarmac Delay Plan
- Contract of Carriage
- Flight Schedules

Southwest Products

- EarlyBird Check-in®
- Business Select®
- Upgraded Boarding
- Southwest® gift card
- Hotels
- Southwest Vacations
- Southwest Airlines® Experiences
- WiFi & Inflight Entertainment
- Southwest Business

Customer Service

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- Traveling with Infants
- Traveling with Pets
- Purchasing & Refunds
- Lost and Found



*All Rapid Rewards rules and regulations apply and can be found at Southwest.com/rrterms.

*The following travel funds will not be displayed in your account:

- Funds from tickets prior to December 3, 2019.
- Funds that were created by changing or canceling a reservation without your Rapid Rewards Number included.
- Funds from a ticket that is not in your name.
- Expired funds.
- Funds that have already been used to purchase another ticket.
- Funds from Group Tickets, Charter Tickets, or Extra Seat Ticket Funds held on Southwest LUV Vouchers or Southwest gift cards.